

## City of Oregon City

## Position Description

Position: Office Specialist III – Community Development	AFSCME Union
Department/Site: Community Development	FLSA: Non-exempt
Evaluated by: Community Development Director	Salary Grade: 24

### **Summary**

Provides a variety of record keeping and technical clerical and logistical support, processes financial and customer service-oriented transactions, performs general clerical support, data entry, and reception duties, following established policies, procedures, and methods. Assignments may support a variety of administrative areas.

### **Distinguishing Career Features**

Office Specialist III represents the third and senior-level in a general clerical career path. Work is focused in these areas: word processing and data entry, land use and permit related public notices and file maintenance, receptionist, records maintenance, cashier, and retrieval of information and reports. Advancement to Office Specialist III requires experience at Office Specialist II or equivalent, the ability to process permit and financial information, gather and organize data for reports and further analyses, administer contracts and files, and has knowledge of the terminology, services, and practices, used by the department. Advancement potential exists in a variety of administrative support and technical career ladders, based on need and compliance with the qualifications of the position.

### **Essential Duties and Responsibilities**

- Receives, greets, and directs phone inquires and visitors. Determines their needs, provides a variety of routine information that assists visitors in preparation of applications for development related permits and reports.
- Types (keyboards) from copy or standing instructions, forms, memoranda, correspondence, and reports.
- Processes documents requiring knowledge of the special terminology, policies and procedures of department or area of specialized function such as development permit processing.
- Sets up files for development related projects. Prepares status reports and notifies others of matters affecting the processing of permits. Assembles, collates and prepares materials for distribution. Posts information and documents to records.
- Compiles statistical data, posts routine administrative or financial transactions or other data and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Enters data onto pre-established data entry screens of permit tracking program. Data entry may require skill at handling private information.
- Processes business transactions such as, but not limited to invoices, cash receipts and

other accounting documents. Receives and account for money paid by others for items such as, but not limited to, deposits, fees, fines, permits, and licenses.

- Screens, sorts, and distributes mail. Organizes and process special mail such as urgent deliveries, packages, and bulk mailings.
- Prepares documents and information packets from established formats such as those used for promoting or describing City services and programs, and routine communications for administrative purposes.
- Assists others with reports by locating and compiling information onto established formats and maintaining supporting records. May be required to extract data from existing databases and convert to alternate formats.
- Contacts other departments and outside agencies to locate information and/or services not provided by the department.
- May prepare staff work schedules and project deadlines. Enters information into a database used to plan and prioritize work. Coordinates work assignments.
- Collects monies for fees and services.
- Performs other duties as assigned that support the overall objective of the department.

## **Qualifications**

### ▪ **Knowledge and Skills**

Requires working knowledge of modern office practices, procedures and equipment including receptionist and telephone techniques and etiquette. Requires working knowledge and understanding of methods and procedures used alphanumeric record keeping. Requires working knowledge of data entry techniques onto specialized databases. Requires a working knowledge in the use of common personal computer-based office productivity software. Requires sufficient math skills to perform columnar calculations, decimals, fractions, etc. Requires sufficient knowledge of English language, grammar, spelling and punctuation to prepare routine correspondence and memoranda. Requires sufficient human relation skills to greet and work cooperatively with others, inside and outside the department.

### ▪ **Abilities**

Requires the ability to perform the duties of the position under general supervision. Requires the ability to learn, understand and apply rules, policies, procedures, and terminology used by the City for customer service processes. Requires the ability to use a personal computer for data entry, word processing, and spreadsheets. Requires the ability to operate standard office machines. Must be able to maintain record files and prepare reports on pre-determined formats. Must be able to work under pressure and meet deadlines, timetables, etc., organize workload and prioritize work activities. Requires the ability to accurately complete tasks and transactions within an environment dominated by interruptions. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary, yet intermittently active nature. Requires the use of near visual acuity to write and to read printed materials and computer screens. Requires hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about office locations and to reach work materials. Requires manual and finger dexterity to type/keyboard at an acceptable rate, operate pointing device and otherwise operate a microcomputer and other equipment.

- **Education and Experience**

The position typically requires a High School diploma supplemented by course work in general office skills and 4 years of experience in a high volume customer service, general clerical, data entry, and production keyboarding environment.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*